



Client Information

WELCOME! We are pleased to have the opportunity to serve you. Our Staff is committed to providing quality assistance for individuals, couples, and families. We believe that counseling can enable you to improve your personal and professional relationships, as well as assist you in meeting your personal goals.

Please be advised that counseling may increase personal awareness; initially, this may be emotionally painful, as your concerns are being thoroughly explored and addressed. This is a normal part of counseling and does not indicate a lack of progress.

Client Rights & Responsibilities

As a client, you have the right to:

- Refuse to disclose any information you choose not to reveal.
- Inspect and obtain a copy of your record (unless it is determined that releasing your records would be harmful to you, or unless limited by law or a court order).
- Receive from your counselor information necessary to give informed consent prior to the start of counseling.
- Request and receive information about your counselor's professional capabilities and training.
- Approve or refuse the release of confidential information within the legal and ethical constraints of the counseling profession.

In order to assist us in providing our services, we ask you to take responsibility for the following aspects of counseling:

- **Appointments**– Please be on time for your appointments. If you are unable to keep an appointment or will be late, please call as soon as possible.
After one missed appointment, all subsequent no-shows will be counted as a session.
Same day cancellations may also be counted as a session.
- **Confidentiality**– In order to protect the privacy of all clients please do not reveal any information about any client or other visitor you may see or meet at the Counseling Center.
- **Courtesy**– Please respect the rights of other clients and staff. Every client is expected to adhere to the TTUHSC no-smoking policy and to help ensure a pleasant atmosphere.

Additional client rights can be found at: www.ttuhscc.edu/SOM/PerformanceImprovement/Docs/8.1.pdf

Confidentiality

All counseling sessions are confidential, which means that no one, other than our staff, will have access to anything in your counseling file, unless you provide written consent or disclosure is allowed or required by law or a court order. There are certain occasions when federal and /or Texas law or ethical concerns may allow or require the disclosure of confidential information to others. For example:

1. If there is the disclosure or reason to believe that a minor child (under 18), an elderly person (over 65), or a disabled person has been abused or neglected, state law may require that the abuse be reported to the appropriate state agency.
2. If there is a threat to harm yourself or another person and the threat is determined to be serious, the therapist may be obligated to take whatever actions are necessary to protect the person at risk, even if it involves disclosing confidential information.

If disclosure is not allowed or required by law or court order, and you wish to share information in your record with someone outside of the Counseling Center (e.g., a physician or another therapist), you will first be required to sign a form authorizing release of the information. Within the Counseling Center, counselors may consult with their colleagues or supervisors about your case when appropriate.



Client Satisfaction Survey: Your satisfaction is important to us. Following your first appointment you will receive an email from your therapist with a link to a very short survey, requiring only 2 to 3 minutes of your time. We do appreciate you completing the survey online. It will help us to better serve you and others. The survey is completely confidential.